



POLICY & ACTION FROM CONSUMER REPORTS

April 16, 2014

Marlene Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington DC 20554

Re: Notice of *Ex Parte* Presentation CG Docket No. 02-278

Dear Ms. Dortch:

On March 27, 2014, Delara Derakhshani, Policy Counsel, Consumers Union and Ellen Bloom, Senior Director for Federal Policy, Consumers Union, met with the following individuals:

Mark Stone, Deputy Chief, CGB  
Aaron Garza, Legal Advisor, CGB  
Kurt Schroeder, Chief of the Consumer Policy Division  
John B. Adams, Acting Deputy Chief, Consumer Policy Division  
Lynn Follansbee, Attorney, Consumer Policy Division  
Karen Johnson, Attorney, Consumer Policy Division  
Kristi Lemoine, Attorney, Consumer Policy Division

The purpose of the meeting was to share the attached materials, which include: (1) nearly 5,000 individual stories detailing consumers' experiences with robocalls, and (2) a petition that gained more than 100,000 signatures urging regulatory agencies and telecommunications companies to do more to stop illegal robocalls.

As the attached stories demonstrate, consumers continue to be flooded with unwanted pre-recorded or auto-dialed calls to their wireless numbers and residential lines. And they continue to express extreme frustration about the difficulty of stopping these calls.

But robocalls go beyond mere annoyances. Many of the stories we received involved scammers who used auto-dialers and spoofing techniques to pitch fraudulent offers and subsequently cover their tracks. Other consumers described situations in which incessant pre-recorded calls tied up their only line of communication. To this point, consumers are increasingly turning to mobile phones as their primary or exclusive means of communication. Consumers with limits on their voice and texting plans should not be forced to bear the financial burden of these unsolicited robocalls.

Consumers Union has been supportive of the protections put in place by the Telephone Consumer Protection Act (TCPA), which has offered consumers some relief from unwanted calls. We understand that consumers may want to receive certain types of



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robocalls and agree that companies should be able to contact consumers if the consumer consents. However, at this time, consumers continue to receive a deluge of unwanted robocalls and many feel as though their complaints have gone unheeded. We look forward to working with the Commission and other stakeholders to ensure consumers can reap the benefits of the important protections set in place by the TCPA.

Respectfully,

A handwritten signature in black ink, appearing to read "Delara Derakhshani".

Delara Derakhshani  
Policy Counsel  
Consumers Union